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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/756,471	01/08/2001	Alasdhair Campbell	800431	7317

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EXAMINER

CHOW, MING

ART UNIT PAPER NUMBER

2645

DATE MAILED: 06/04/2004

[Handwritten mark]

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/756,471

Applicant(s)

CAMPBELL ET AL.

Examiner

Ming Chow

Art Unit

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 09 March 2004.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-16 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-16 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- ☒ Notice of References Cited (PTO-892)
- ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____
- ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date _____
- ☐ Notice of Informal Patent Application (PTO-152)
- ☐ Other: _____

Election/Restrictions

1. Applicant's election with traverse of claims 1-16 in Paper No. 8 is acknowledged. The traversal is on the ground(s) that the Examiner has not argued the restrict invention groups are independent. This is not found persuasive because the Examiner has stated in Office Action (paper no. 7) that group I draws to a system of call distribution to operator with particulars of speech recognition, group II draws to a method of call connection by trunk group with particulars of utility of trunk allocation with a specific procedure as claimed in claim 33, group III draws to an inter-program communication for event handling or event notification with particulars of accepting and identifying media event and media attributes. The search required for any one of the three groups is not required by the other two groups. Each group is not only distinct but also independent.

The requirement is still deemed proper and is therefore made FINAL.

2. Applicant's cancellation of Group II (claims 17-35, 37) and Group III (claim 36) as stated in Paper No. 8 is acknowledged.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. Claims 1-6, 8, 9, 11-16 are rejected under 35 U.S.C. 103(a) as being unpatentable over Goss et al (US: 6687241), and in view of Satyavolu et al (US: 6517587).

For claim 1, regarding section (a), Goss teaches on item 31 Fig. 1 and Fig. 2 - Data Center (claimed "call processing network"), item 42 Fig. 2 customer (claimed "voice client"), item 11a-11n call centers (reads on claimed "an agent"), item 20 PSTN (claimed "telephone network").

Regarding section (b), Goss teaches on Fig. 2 connection between item 42 customer (claimed "voice client") and item 31 Data Center (claimed "call processing network") via item 20 PSTN (claimed "telephone network").

Regarding section (c), Goss teaches on Fig. 2 connection between item 11a-11n multiple call centers and item 31 Data Center (claimed "call processing network") via item 20 PSTN (claimed "telephone network").

Regarding section (d), Goss teaches on item 14 Fig. 2 agent W/S (claimed "web client"). Goss teaches on Fig. 2 data interface between item 31 Data Center (claimed "call processing network") and item 32 Internet (claimed "global data communications network").

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Regarding section (e), Goss teaches on item 34 Fig. 2 WAN connecting item 14 agent W/S (claimed “web client”) and item 31 Data Center (claimed “call processing”).

Goss failed to teach item 34 WAN is an Internet. However, Satyavolu et al teach on column 3 line 1-2 a WAN is the Internet for collecting data from WEB servers. Therefore, the WAN of Goss is the claimed “global data communications network”.

Regarding section (f), Goss teaches on Fig. 2 item 34 WAN (Internet; claimed “global data communications network”) connects items 11a-11n call centers to item 31 Data Center (claimed “call processing network”).

It would have been obvious to one skilled at the time the invention was made to modify Goss to have the Internet as taught by Satyavolu et al such that the modified system of Goss would be able to support the global data communications network to the system users.

Regarding claim 2, Goss teaches on column 4 line 21-23 and item 12 Fig. 2 ACD (claimed “telephony switching apparatus”) connects to item 18 Fig. 2 CTI Server (claimed “telephony resource nodes”).

Regarding claims 3, 11, Goss teaches on item 140 Fig. 2 Firewall Server and items 134, 136, 118, 100, 130, 105 Fig. 2 claimed “workflow management computer servers”.

Regarding claim 4, for section (a), Goss teaches on items 134, 136, 118, 100, 130, 140 a cluster of servers connected to a LAN.

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For section (b), Goss teaches on item 18 Fig. 2 CTI Server (claimed “telephony and real-time services server”).

For section (c), Goss teaches on item 12 ACD (claimed “telephony switching apparatus”) and item 18 CTI (claimed “telephony resource nodes”).

For section (d), Goss teaches on item 140 Fig. 2 firewall server.

For section (e), Goss teaches on items 134, 136, 118, 100, 130, 105 Fig. 2 claimed “workflow management computer servers”.

Regarding claims 5, 6, 13, Goss teaches on column 4 line 21-26 ACD interfaces with PSTN via voice trunks. Goss teaches on Fig. 2 CTI (claimed “telephony resource nodes”) connects to PSTN, via ACD, by CTI link and trunks.

Regarding claim 8, Goss teaches on item 16 Fig. 2 VRU connects to CTI server.

Regarding claim 9, Goss teaches on item 16 Fig. 2 VRU (reads on claimed “playing recorded audio announcements to callers”).

Regarding claim 12, Goss teaches on Fig. 2 an ACD (claimed “telephony switching apparatus”) connects to telephone network. Interfaces for connecting agent communications to telephone network. Interfaces for connecting agent communications to the Internet.

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Regarding claim 14, Goss teaches on item 46 telephone (reads on claimed “voice transmission means”).

Regarding claim 15, Goss teaches on column 2 line 10-13 email, voice/video over IP.

Regarding claim 16, Goss teaches on item 32 Fig. 2 Internet.

4. Claim 7 is rejected under 35 U.S.C. 103(a) as being unpatentable over Goss et al, and in view of Satyavolu et al, Lee et al (US: 6330327).

The modified system of Goss in view of Satyavolu et al as stated in claim 4 above failed to teach “the telephony.....trunk lines”. However, Lee et al teach on column 4 line 33-36 CTI interfaces with ACD by trunks.

It would have been obvious to one skilled at the time the invention was made to modify Goss, Satyavolu et al to have the “the telephony.....trunk lines” as taught by Lee et al such that the modified system of Goss, Satyavolu et al would be able to support the trunk connections between switching apparatus and telephony resource nodes to the system users.

5. Claim 10 is rejected under 35 U.S.C. 103(a) as being unpatentable over Goss et al, and in view of Satyavolu et al, Saito et al (US: 6707899).

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The modified system of Goss in view of Satyavolu et al as stated in claim 4 above failed to teach "the telephony.....fault recovery". However, Saito et al teach on column 7 line 46-52 CTI controls the state of the call.

It would have been obvious to one skilled at the time the invention was made to modify Goss, Satyavolu et al to have the "the telephony.....fault recovery" as taught by Saito et al such that the modified system of Goss, Satyavolu et al would be able to support the state control to the system users.

Conclusion

6. The prior art made of record and not replied upon is considered pertinent to applicant's disclosure.

- Zhou (US: 2002/0136385) teaches method and apparatus for performing trunk selection..

7. Any inquiry concerning this application and office action should be directed to the examiner Ming Chow whose telephone number is (703) 305-4817. The examiner can normally be reached on Monday through Friday from 8:30 am to 5 pm. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Fan Tsang, can be reached on (703) 305-4895. Any inquiry of a general nature or relating to the status of this application or

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proceeding should be directed to the Customer Service whose telephone number is (703) 306-0377. Any response to this action should be mailed to:

Commissioner of Patents and Trademarks

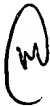
Washington, D.C. 20231

Or faxed to Central FAX Number 703-872-9306.

Patent Examiner

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Ming Chow



**FAN TSANG
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2600**

